

February 24, 2012

To: Executive Board

Subject: **Performance Indicators Quarterly Report**

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## Recommendation

Receive and file the Performance Indicators Quarterly Report.

## Summary

The performance indicators report provides an analysis of Foothill Transit's nine key indicators on a month-to-month basis. Data is collected from a variety of sources such as the fareboxes on buses; contractor reported data, and financial performance data.

Below is a snapshot of system performance. *Further detail on the items discussed below can be found in the analysis section of this item.*

- **Boardings** – Overall boardings recorded by the farebox through December 2011 was 6,916,076, this is a slight improvement of one percent over ridership figures for the first half of previous fiscal year.
- **Fare Revenue** – Total fare revenue through December 2011 was \$8,934,836 resulting in an average fare of \$1.29 per boarding.
- **Operating Expenses** – Total operating expenses through December 2011 were \$30,539,208 resulting in an average cost per service hour of \$90.95 through the first half of FY 2012. Total operating expenditures show an increase of two percent when compared to figures from the first half of FY 2011.
- **Accidents** – Preventable accidents averaged 0.45 per 100,000 miles through December 2011. This is an increase of 34 percent when compared to the first half of the previous fiscal year
- **Customer Complaints** – Foothill Transit recorded 11.09 complaints per 100,000 boardings through December 2011. This is an increase of 26 percent when compared to the first half of the previous fiscal year.
- **Schedule Adherence** – Through December 2011, 86.3 percent of all trips surveyed were on-time. This is an improvement of almost five percent when compared to FY 2011 first half results.

## Analysis

Attachments A - L show the performance indicators used to determine Foothill Transit's progress toward achieving our overall goals and objectives for this fiscal year. In order to accomplish its mission, Foothill Transit focuses on these goals:

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- 1) Operate a safe transit system;
- 2) Provide outstanding customer service;
- 3) Operate an effective transit system;
- 4) Operate an efficient transit system.

### Overall System Performance

Foothill Transit's overall system performance is based on several key indicators. These include total monthly ridership, vehicle service hours, fare revenues, and the total operating expenses incurred throughout the month.

Attachment A includes a summary of system goals and their respective performance indicators.

### Total Boardings and Total Revenues

Total boardings in December were 1,075,173. This reflects an improvement of almost six percent over December 2010 figures. Historically the overall ridership tends to drop between the Christmas and New Year's Holiday week while schools are on break and many customers taking vacations. With that said, it should be noted that there was a three percent increase in boardings when compared to FY 2012 second quarter results. This is also the second year that Foothill Transit implemented the Limited Commuter Express service from Dec. 26-30. Overall year-to-date boardings continue to show a modest increase of one percent when compared to the previous fiscal year.

The total recorded fare revenue in December 2011 was \$1.4 million, representing an increase of seven percent over December 2010 totals. This resulted in an average fare per boarding of \$1.34 for the month. Revenues alone within the second quarter also reflected an increase of five percent over the FY 2011, second quarter average. The biggest contributor continues to be cash fare revenues with an increase of two percent in the second quarter of the fiscal year. Total expenditures for the month were \$5 million, which represents an increase of five percent over December 2010 figures. Year-to-date fare revenue also shows a four percent improvement over the previous fiscal year.

Attachment B displays Total Boardings and Revenue for the past 13 months.

Following is a summary of how Foothill Transit's performance indicators relate to achieving its four primary goals:

**Goal #1 – Operate a Safe Transit System** – Foothill Transit's primary goal is to operate a safe transit system. The number of preventable accidents incurred for every 100,000 miles of vehicle operation measures system safety.

### Preventable Accidents per 100,000 Miles

Foothill Transit has adopted a standard of 0.80 preventable accidents per 100,000 miles for this fiscal year. In December 2011 there were a total of seven preventable accidents, producing an average of 0.64. Accidents within the second quarter remained flat with the

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exception of December, averaging 0.46 preventable accidents per 100,000 miles for the within the second quarter. This is an increase of 25 percent when compared to FY 2011 second quarter results. Year-to-date accidents continue to also below the performance target.

Attachment C provides a summary of Preventable Accidents per 100,000 Miles.

**Goal #2 – Provide Outstanding Customer Service** - Foothill Transit measures achievement of this goal by monitoring the following categories: Complaints per 100,000 Boardings; Average Miles between Service Interruptions; Average Hold Time; and Schedule Adherence.

#### Complaints per 100,000 Boardings

In December, 13 complaints per 100,000 boardings were recorded. This is above the performance target of 7.5. Of the 143 complaints received during the month, 73 were related to schedule adherence. There were also 44 complaints related to operator courtesy, 14 related to safety, and 12 related to fares. Schedule adherence and courtesy complaints continue to be the highest contributors. Lines 187, 707-Silver Streak and 492 are among the highest recorded averages, and several service adjustments have been made to these lines for the April service change in order mitigate schedule adherence complaints. Both operations contractors have also increased efforts in providing improved customer service. Complaint figures have been higher this year as the span of hours that customers can reach our customer service representatives has been extended. It should be noted that the agency also received 12 compliments for the month.

Attachment D provides a summary of average Complaints per 100,000 Boardings.

#### Schedule Adherence

Foothill Transit has adopted a goal of 90 percent Schedule Adherence for this fiscal year. In December 2011 the agency achieved an average of 83 percent on-time performance on all lines. This is below the performance target of 90 percent and is equivalent to December 2010 figures. With the exception of December, second quarter schedule adherence average reflect an improvement of four percent when compared to the FY 2011 second quarter, Total year-to-date schedule adherence per 100,000 boardings also reflect an overall improvement of almost five percent over FY 2011. Although schedule adherence is below the performance target the slight improvement can be attributed to the decrease in long term road detours; however these are still affecting some of our major lines including the previously mentioned Line 492.

#### Average Hold Time

Data available from the phone systems at our five Transit *Stores* and our administrative offices allows the monitoring of individual stores, specific lines, and the times at which there are higher call volumes, so that the stores can be staffed accordingly. The recorded average hold time of 24 seconds during December 2011 is below the performance target of

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50 seconds. The Transit *Store* management team continuously monitors the call queue to ensure calls are being answered in an efficient and timely manner.

Attachment F provides a summary of Average Hold Time.

#### Average Miles between Service Interruptions

In December 2011, Foothill Transit averaged 19,536 miles between service interruptions. This is decrease of 42percent when compared to the same time in the previous year. This indicator not only measures the overall performance of Foothill Transit's maintenance departments, but also reflects customer delays as a result of mechanical service interruptions. A 36 percent increase was also recorded within the FY 2012 second quarter. Current year-to-date average miles between service interruptions are at 45,547. This is on par with FY 2011 totals.

Attachment G, Average Miles between Service Interruptions, compares the average miles between service interruptions with our performance standard.

**Goal #3 – Operate an Effective Transit System-** Foothill Transit measures its overall effectiveness as a transit system by monitoring Boardings per Vehicle Service Hour and Average Weekday Boardings.

#### Boardings per Vehicle Service Hour

The agency averaged 19.1 boardings per vehicle service hour in December 2011. This is just below fiscal year performance target of 20.0; however it is an improvement of five percent when compared to December 2010. We continue to visualize an upward trend in Boardings per hour and just within the second quarter we saw an increase of two percent when compared to FY2011 second quarter results. This is great news when considering vehicle service hours have remained flat throughout the fiscal year.

Attachment H shows the trend of this performance indicator.

#### Average Weekday Boardings

In December 2011, the agency averaged 42,858 boardings per weekday, which is below the fiscal year target of 44,000 boardings per weekday. Average weekday boardings have remained relatively flat throughout the second quarter with a slight increase of 214 additional average weekday riders, as stated lower figures are expected during the second quarter due to the holiday season. Year-to-date average weekday boardings are equal to the previous fiscal year.

Attachment I, Average Weekday Boardings, shows the trend of this indicator.

**Goal #4 – Operate an Efficient Transit System-** Foothill Transit measures its overall efficient use of available resources by monitoring farebox recovery ratio and average cost per vehicle service hour.

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Average Cost per Vehicle Service Hour

The organization's average cost per vehicle service hour in December 2011 was \$89.34, which is below the fiscal year target of \$96.27 and reflects an increase of five percent when compared to December 2010 figures. In the second quarter, the average cost per hour remained below the performance target at \$89.30, which is equivalent to the previous fiscal year second quarter results. The year-to-date cost per hour is also slightly below the fiscal year target at \$90.00.

Attachment J, Average Cost per Vehicle Service Hour, shows the trend of this indicator.

Farebox Recovery Ratio

The December 2011 farebox recovery ratio was 28.60 percent. This is above the performance target of 25.96 percent and is an improvement of almost three percent over December 2010. Through the second quarter fare box recovery ration reflected an improvement of two percent over Fy-2011 second quarter results. For the fiscal year, farebox recovery ratio is at 29.26 percent and currently represents an improvement of also three percent over the previous fiscal year. The farebox recovery ratio is calculated by dividing total revenue by total operating expense.

Attachment K, Farebox Recovery Ratio, shows the trend for this indicator.

Sincerely,



Dietter A. Aragón  
Planning Manager

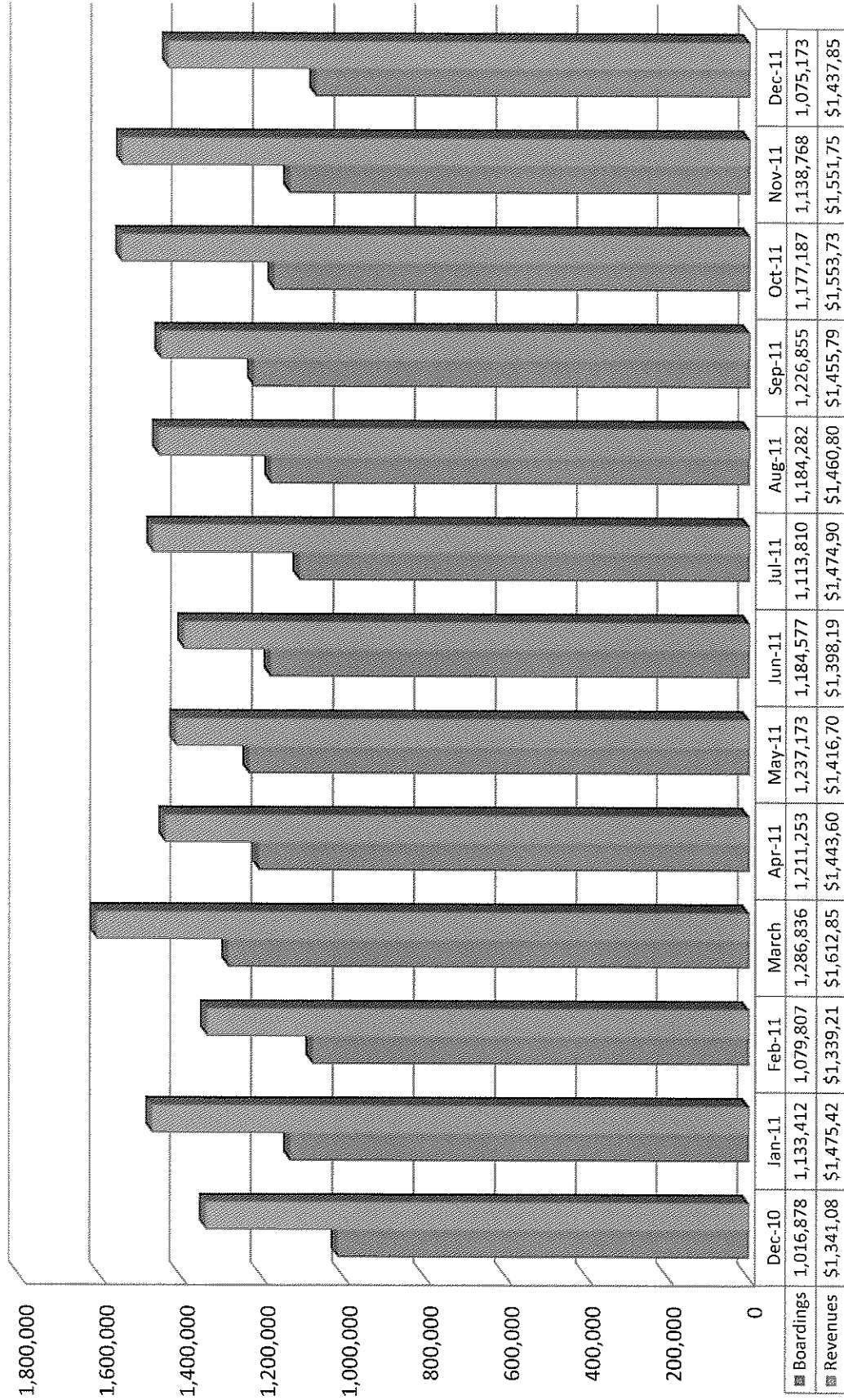


Doran J. Barnes  
Executive Director

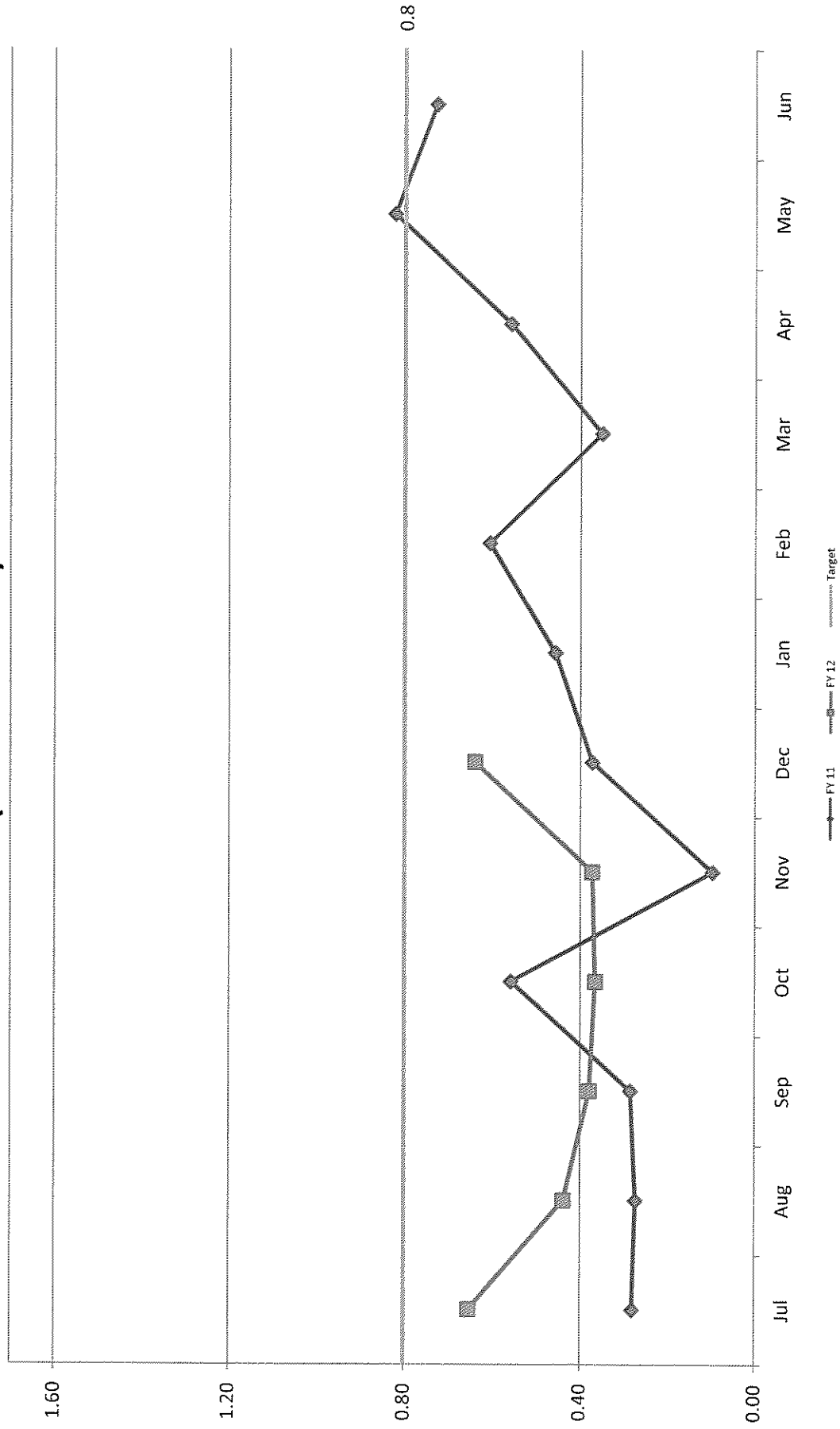
	Performance Indicator	Attachment	Current Month	MTD Meets/Exceeds	Same Month Prior Year	% Improvement	Performance Target	FY 12 Year to Date	YTD Meets/Exceeds	FY 11 Year to Date	% Improvement
Overall System Performance	Total Boardings	B	1,075,173	N/A	1,016,878	5.73%	N/A	6,916,076	N/A	6,851,998	0.94%
	Vehicle Service Hours		56,236	N/A	56,024	0.38%	N/A	335,768	N/A	337,369	-0.47%
	Total Fare Revenue	B	\$1,437,850	N/A	\$1,341,082	7.22%	N/A	\$8,934,836	N/A	\$8,577,865	4.16%
	Total Operating Expense		\$5,024,360	N/A	\$4,785,638	-4.99%	N/A	\$30,539,208	N/A	\$29,843,390	-2.33%
	Preventable Accidents per 100,000 Miles	C	0.64	X	0.37	41.84%	0.80	0.47	X	0.31	34.54%
	Complaints per 100,000 Boardings	D	13.30		7.97	-66.97%	7.5	11.09		8.76	-26.65%
Provide Outstanding Customer Service	Schedule Adherence	E	83.6%		82.5%	1.28%	90%	86.3%		82.4%	4.62%
	Average Hold Time	F	0:24	X	0:16	50.00%	0:50	0:33	X	0:24	36.30%
	Customer Satisfaction	G	4.5		4.3	4.7%	4.5	4.4		4.3	4.7%

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Overall System Performance	Total Boardings	B	1,075,173	N/A	1,016,878	5.73%	N/A	6,916,076	N/A	6,851,998	0.94%
	Vehicle Service Hours		56,236	N/A	56,024	0.38%	N/A	335,768	N/A	337,369	-0.47%
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	Total Operating Expense		\$5,024,360	N/A	\$4,785,638	-4.99%	N/A	\$30,539,208	N/A	\$29,843,390	-2.33%
	Preventable Accidents per 100,000 Miles	C	0.64	X	0.37	41.84%	0.80	0.47	X	0.31	34.54%
	Complaints per 100,000 Boardings	D	13.30		7.97	-66.97%	7.5	11.09		8.76	-26.65%
Provide Outstanding Customer Service	Schedule Adherence	E	83.6%		82.5%	1.28%	90%	86.3%		82.4%	4.62%
	Average Hold Time	F	0:24	X	0:16	50.00%	0:50	0:33	X	0:24	36.30%
	Customer Satisfaction	G	4.5		4.3	4.7%	4.7	4.5		4.4	2.3%

## Attachment B: Total Boardings vs. Total Revenues

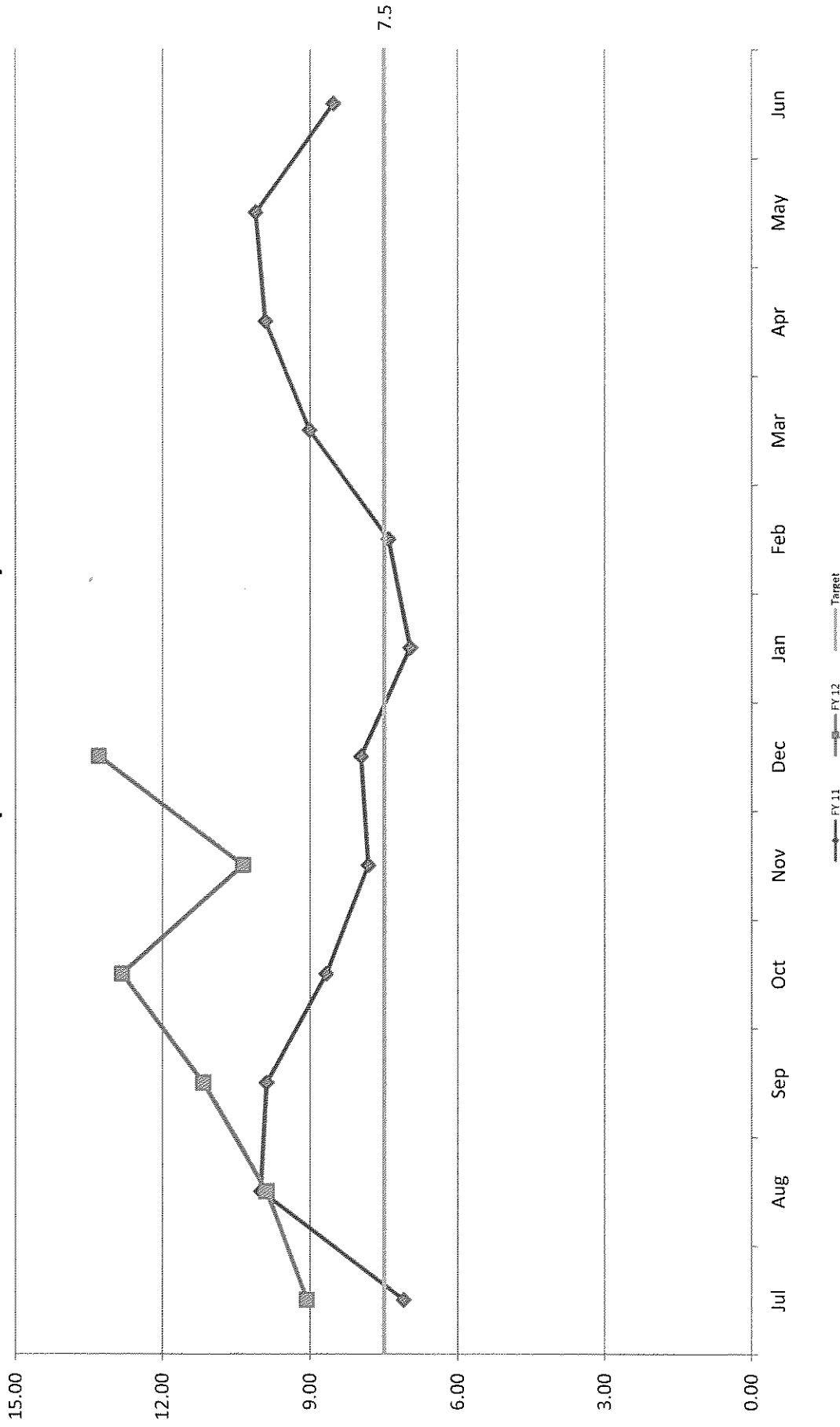


### Attachment C: Preventable Accidents per 100,000 Miles (Lower is Better)

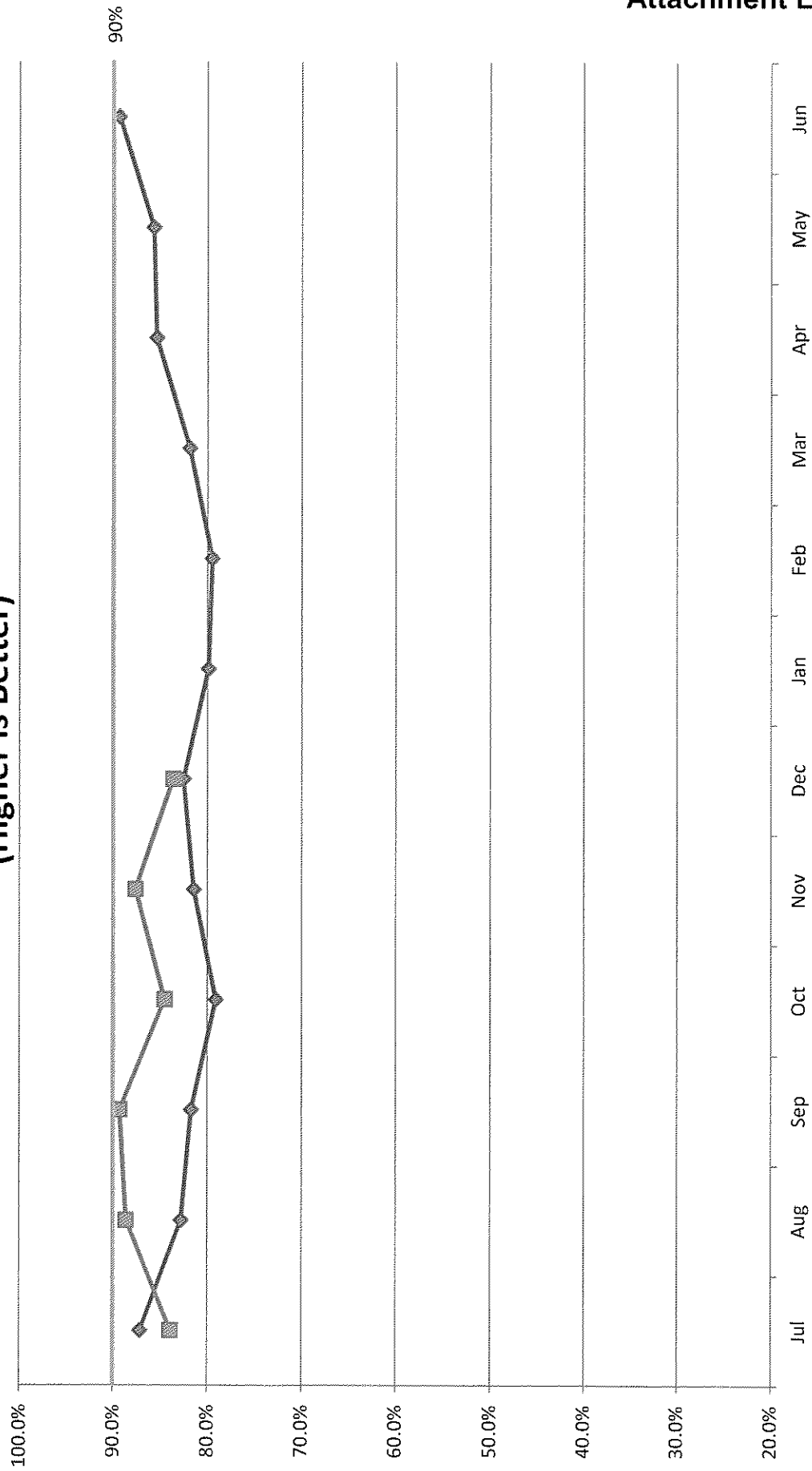




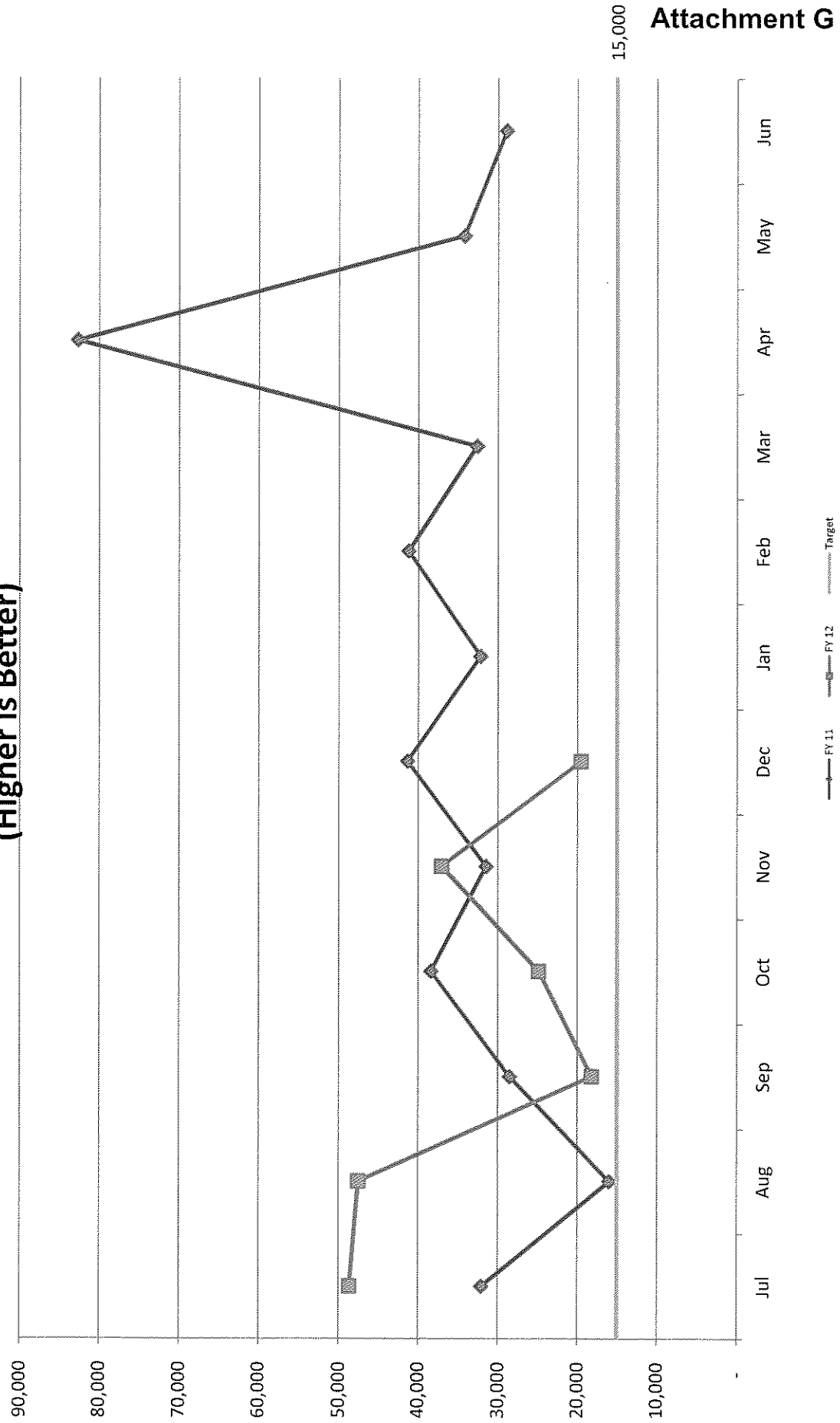
Attachment D: Complaints per 100,000 Boardings  
(Lower is Better)



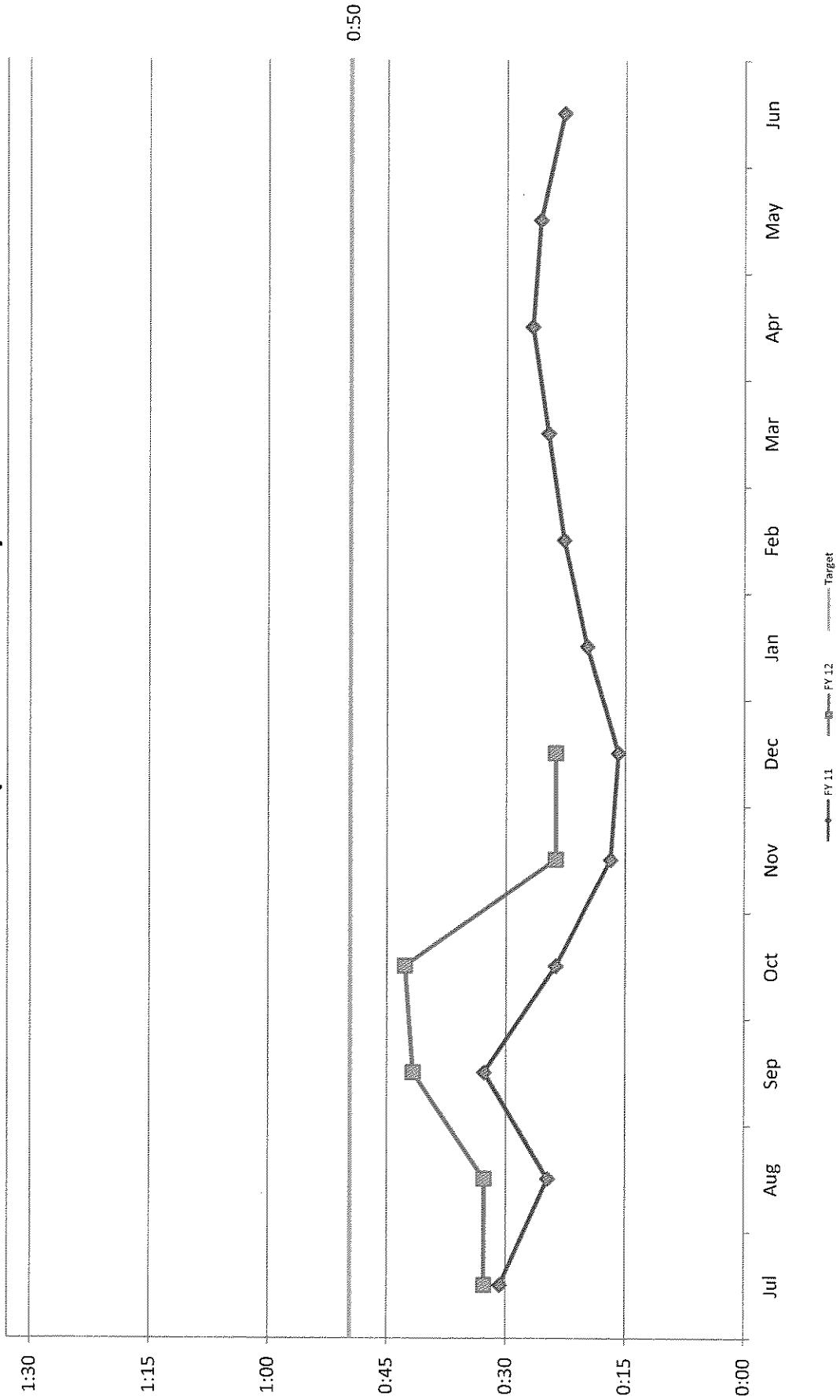
## Attachment E: Schedule Adherence (Higher is Better)



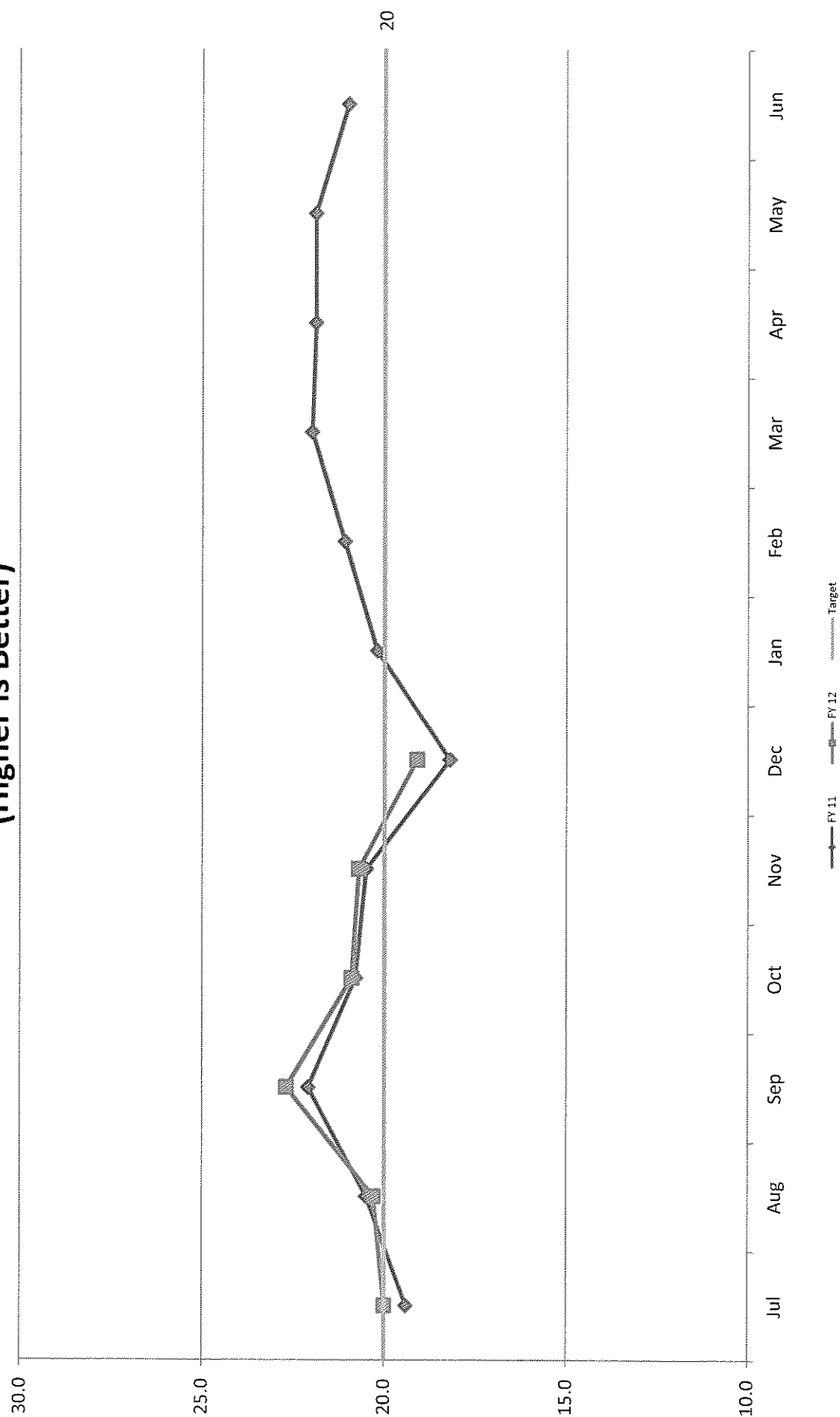
# Attachment G: Average Miles Between Service Interruptions (Higher is Better)



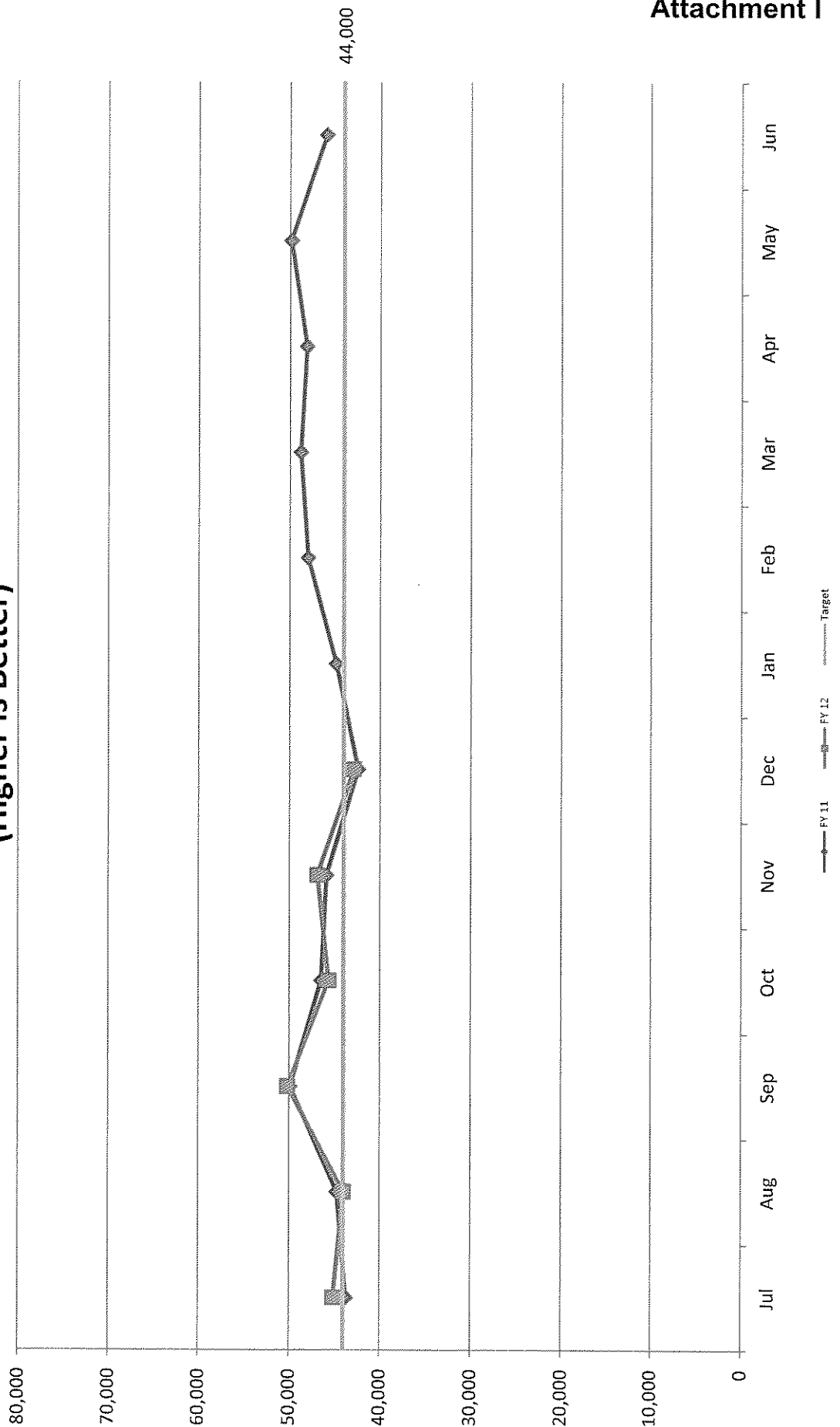
## Attachment F: Average Hold Time (Lower is Better)



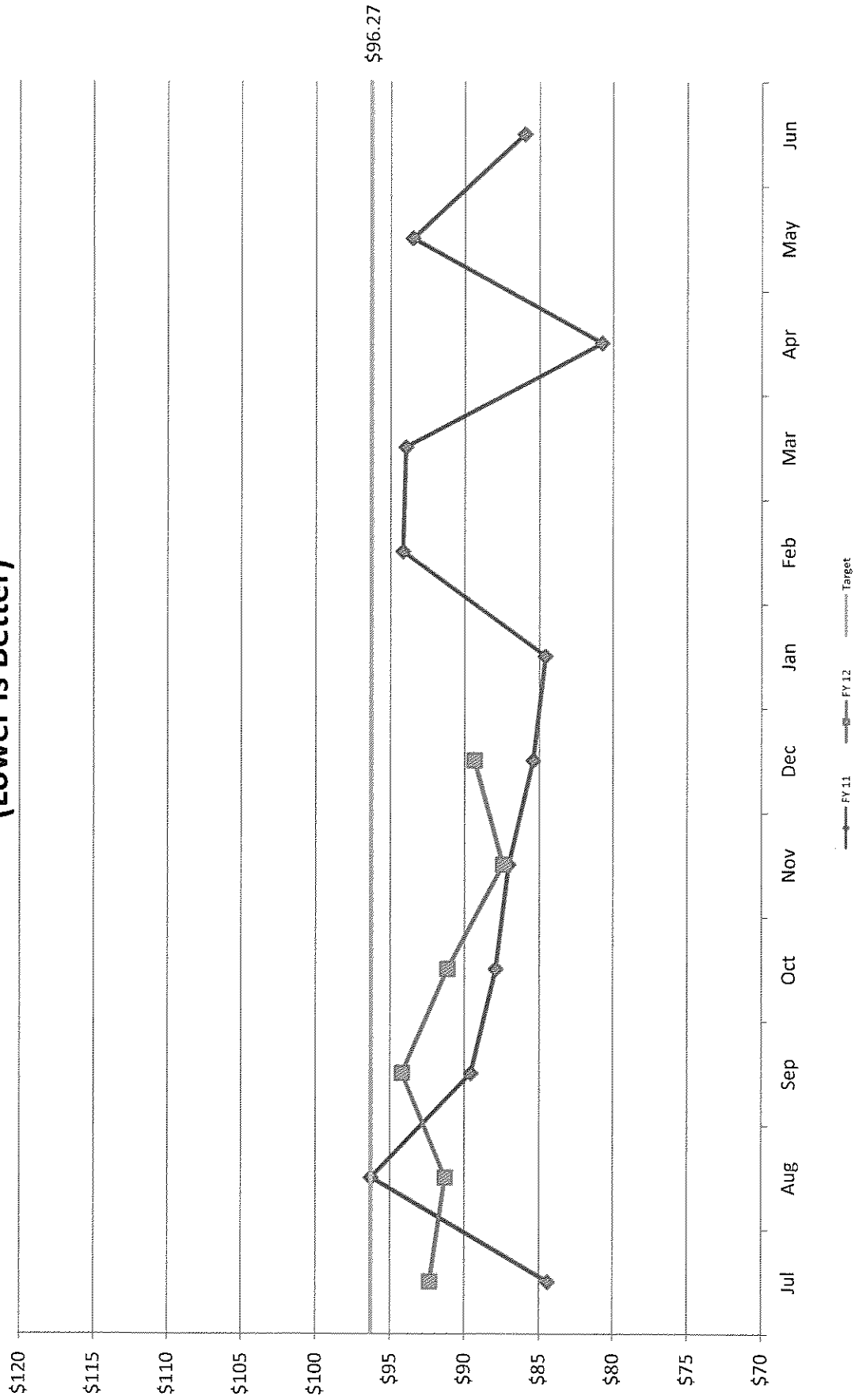
## Attachment H: Boardings per Vehicle Service Hour (Higher is Better)



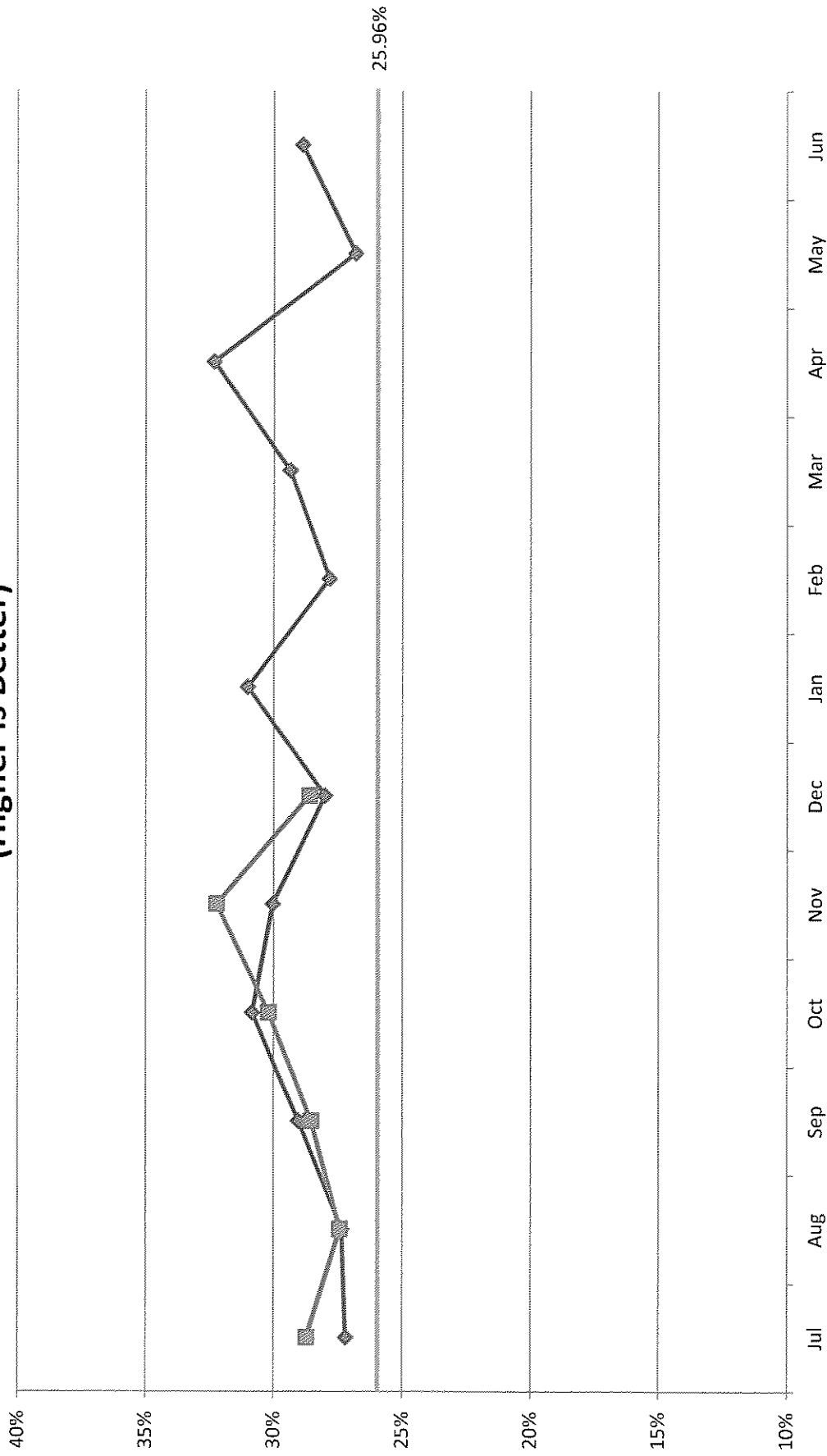
Attachment I: Average Weekday Boardings  
(Higher is Better)



### Attachment J: Average Cost per Vehicle Service Hour (Lower is Better)



Attachment K: Farebox Recovery Ratio  
(Higher is Better)





Attachment L: Operations Report - Total System  
December-11

Goal	Current Month	Same Month Prior Year	% Improvement	Performance Target	FY 12 Year to Date	YTD Meets/Exceeds	FY 11 Year to Date	% Improvement
Average Fare per Boarding	\$1.34	\$1.32	1.40%	\$1.25	\$1.29	X	\$1.32	-1.88%
Average Cost per Boarding	\$4.67	\$4.71	0.70%	\$4.81	\$4.42	X	\$4.36	-1.38%
Average Subsidy per Boarding	\$3.34	\$3.39	1.52%	\$3.56	\$3.12	X	\$3.04	-2.80%
Total Vehicle Miles	1,093,996	1,074,783	1.79%	N/A	6,529,120	N/A	6,435,234	1.46%
Vehicle Service Miles	836,182	836,119	0.01%	N/A	4,980,092	N/A	4,999,751	-0.39%
Total Vehicle Hours	66,277	66,265	0.02%	N/A	395,059	N/A	396,717	-0.42%
In-Service Speed	14.9	14.9	-0.37%	N/A	14.8	N/A	14.8	0.08%
Boardings per Vehicle Service Mile	1.29	1.22	5.72%	N/A	1.39	N/A	1.37	1.33%